

EHCP Plus – Service Definition Document

Service Overview

EHCP Plus is a **transformative AI-powered solution** designed to revolutionise the Education, Health, and Care Plan (EHCP) process for children and young people with Special Educational Needs and Disabilities (SEND).

Developed collaboratively by **Outcomes Matter Consulting and GovMetric**, EHCP Plus leverages Generative AI to assist SEND caseworkers by **automating the first draft of EHCPs** — reducing drafting time from six hours to under one hour.

This reduces backlogs, improves compliance, and frees up time for caseworkers to engage directly with children, families, and professionals.

EHCP Plus was **co-designed with local authorities**, ensuring it meets real-world needs. The solution enhances efficiency while maintaining quality and compliance with the SEND Code of Practice.

Key Benefits

- **Reduces EHCP drafting time by up to 80%** – saving over 50,000 caseworker days nationally.
 - **Improves statutory compliance**, helping local authorities meet deadlines.
 - **Reduces complaints and tribunals** by ensuring clarity and accuracy in EHCPs.
 - **Empowers caseworkers** by freeing up time for relationship-building with families.
 - **Ensures consistency and fairness** in the EHCP process through AI-supported drafting.
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Disaster Recovery & Business Continuity

EHCP Plus is designed with **robust continuity and resilience planning**, ensuring uninterrupted service and data security.

- **Data Backup & Restore:** Regular, secure backups to prevent data loss.
 - **Disaster Recovery Plan:** Comprehensive measures to restore service in the event of unexpected downtime.
 - **Business Continuity Support:** Trained associates available to step in if local teams require additional support.
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Onboarding & Offboarding Support

Onboarding Support

We provide comprehensive support to ensure smooth implementation:

- **Kick-Off Sessions:** Alignment meetings with key stakeholders.
- **Training Workshops:** Hands-on sessions for SEND caseworkers.
- **Stakeholder Engagement:** Parent carer forums, local councillors, and leadership teams involved to embed EHCP Plus within existing SEND systems.

Adoption Support

To sustain long-term success, we offer:

- **Regular check-ins and tailored coaching** for caseworkers.
- **Business case development support** to help secure funding.
- **Awareness campaigns** to drive adoption across SEND teams.
- **Post-trial insights and recommendations** to maximise value.

Offboarding Support

If a local authority transitions away from EHCP Plus, we ensure a smooth process:

- **Data retrieval and transfer support** to maintain compliance.
- **Guidance on transitioning** back to manual or alternative systems.
- **Final impact assessment report** with lessons learned and recommendations.

Service Constraints

EHCP Plus operates within clear parameters to ensure consistent delivery:

- Designed for use by **SEND caseworkers and EHCP writers** within local authorities.
- EHCP Plus **does not replace professional decision-making** – caseworkers retain full control of final EHCPs.
- Requires **internet access and integration** with existing local authority data systems.

Service Levels & Support

Operational Hours

- **Support Availability:** Monday to Friday, 9 AM – 5 PM (UK time).

- **Technical Support:** Provided by our technology partner for rapid resolution.
- **User Support:** Available via email, online community (LGAi.uk), and scheduled consultations.

Response Times

- **General inquiries:** Response within 24 hours.
- **Service-impacting technical issues:** Response within 4 working hours.

After-Sales Support

- **Ongoing guidance** for SEND caseworkers and leaders.
- **Continuous product enhancements**, incorporating user feedback and regulatory updates.
- **Community of Practice** for best practice sharing and peer learning.

Programme Implementation

EHCP Plus is more than a technology tool — it comes with a **structured four-month implementation programme** to embed sustainable change.

- **Month 1: Discovery**
Understand local context, priorities, and workflows to ensure the tool fits your setting.
- **Month 2: Localisation**
Co-design with parent carer forums, schools, SEND and health partners, ensuring the system reflects your community's needs.
- **Month 3: Embedding**
Train, support, and coach staff to build confidence and embed use in everyday practice.
- **Month 4: Impact**
Deliver insights dashboards and ROI modelling to evidence the difference made.

Community of Practice

Every subscribing council becomes part of the **EHCP Plus national community**, connecting peers across the country to share learning and shape the future of SEND.

- **Quarterly peer-led events** with sector leaders including nasen and NNPCF.
 - **Shared resources and templates** to accelerate adoption.
 - **National network connections** to amplify good practice.
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Technical Requirements

EHCP Plus has **minimal technical requirements**:

- Cloud-based — no local installation needed.
- ISO 27001 compliant for data security.
- Secure user authentication to meet local authority governance policies.

Outage & Maintenance Management

- **Scheduled maintenance** is communicated in advance to minimise disruption.
- **High availability commitment**, with rapid recovery mechanisms in place.
- **Regular updates and enhancements** ensure EHCP Plus remains cutting-edge.

Hosting Options & Data Locations

- Hosted on **secure, UK-based cloud servers**.
- Full compliance with UK data protection laws.

Data Access & Exit Management

- Local authorities retain **full ownership of EHCP data**.
- **Secure export options** enable retrieval of data on exit.
- **No data retained** by EHCP Plus post-exit.

Security & Compliance

EHCP Plus follows **industry-leading security protocols** to safeguard sensitive SEND information:

- **ISO 27001 Certified** for data protection.
 - **Role-based access controls** to limit exposure.
 - **Encryption protocols** for secure data transmission and storage.
 - Full compliance with **GDPR & UK data protection regulations**.
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Conclusion

EHCP Plus represents a **transformative leap in SEND service delivery**, empowering local authorities to:

- ✓ Save time and resources through AI-powered automation.
- ✓ Enhance EHCP quality and consistency.
- ✓ Improve compliance and reduce backlogs.
- ✓ Strengthen relationships between caseworkers, families, and professionals.

With robust onboarding, adoption, and support mechanisms, EHCP Plus ensures a **seamless transition to a more efficient, effective EHCP process**.

Contact

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